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Monitor's
Handbook

Summer Food Service Program for Children

United States
Department of
Agriculture

Food and
Nutrition
Service

FNS-179

1981



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Revised February 1981

Rules for acceptance and participation in this program are the same for all, without regard to race, color, or national origin.

Introduction

This handbook has been prepared to give you, as monitors, a working knowledge of your duties and responsibilities in the Summer Food Service Program for Children (SFSP). In addition, you can use the handbook to help train site workers.

The Summer Food Service Program for Children provides a food service during school vacation that is similar to the meal service offered in the schools during the school year. The program serves children 18 years of age or under in areas where poor economic conditions exist. Persons over 18 years of age who have been determined by the State agency to be mentally or physically handicapped are also eligible to participate in the program. Camps can participate in the program but must document each child as eligible for free or reduced-price school meals.

Organizational Structure

The Summer Food Service Program is administered through an agency of the State government or by a regional office of the United States Department of Agriculture's (USDA's) Food and Nutrition Service (FNS). Summer programs are organized and operated by public and private nonprofit institutions. They are set up to benefit children from areas in which at least one-third of the children are eligible, under a State's family-size and income standards, for free or reduced-price school meals. The administering agency deals directly with the sponsors operating within its domain.

Under the program, sponsors must ensure that children receive nutritious meals and snacks at food service sites. Your job in the Summer Food Service Program is of particular importance. As a monitor, you must make sure that the site operates smoothly in accordance with program guidelines and requirements. You are the key link between the sponsor and the sites. This direct link between the sponsor headquarters and the actual food service is essential in order for the program to function properly.

As sponsor representatives, you need to develop and maintain a cooperative relationship with site supervisors and staff. Open communication between you and site staff depends on everyone knowing that you will work with the site staff to help correct problems and provide additional training if necessary. Open communication with your supervisor is also essential so that the sponsor is aware of any site problems and what is being done to resolve them. Monitors should work closely with their supervisors so they may receive additional guidance when necessary.

The sponsoring organization will be financially responsible for any meals served incorrectly or served to ineligible people. This could mean a substantial loss of money to the sponsor if problems at the sites are not corrected. Your responsibilities as a monitor will differ depending on whether a food service management company (or vendor) delivers meals to the site or whether the sponsor prepares the meals. This handbook provides guidance for monitoring programs where the vendor delivers meals to the sponsors' sites and for programs where sponsors prepare their own meals.

Monitor Responsibilities

Training

Your sponsor is required to hold training sessions on program duties for monitors and other sponsor personnel. At the training session, monitor duties and responsibilities will be explained to you. You will receive the monitor review form and any other records you may need to keep, such as mileage records. During the training you will be told the general areas where the sites are located for which you will be responsible.

Your sponsor will train you on procedures for adjusting meal deliveries, reporting complaints to the vendor, and collecting site records. You will also be asked to attend the training session required for monitors and site supervisors. This meeting will introduce you to the site supervisors with whom you will be working directly. It will also familiarize you with the specific duties of site supervisors.

Monitor Responsibilities

Monitor Responsibilities

As a monitor, you are responsible for providing technical assistance, training, and ensuring that sponsors' sites meet program regulations. Effective monitoring is necessary for many reasons. Monitoring ensures that sites operate according to program guidelines, that accurate site records are available to justify payment to the sponsor, but most importantly, monitoring ensures that children in the community are getting nutritious meals. To be an effective monitor, you will be required to spend enough time at each site to check all pertinent operations. Therefore, you must know the program requirements so you can spot problems at the sites quickly and recommend solutions.

As an official representative of the sponsor, you will be responsible for:

- *Checking site operations to make sure that the sites maintain adequate records and that the program is operating in accordance with the requirements;
- *Conducting site training as necessary;
- *Visiting all assigned sites within the first week of operation to ensure that the food service is operating smoothly and that any adjustments are made or problems resolved;
- *Reviewing food service operations of all assigned sites within the first 4 weeks of operation to thoroughly examine the meal service from start to finish, correcting problems, and providing additional training where necessary;
- *Revisiting sites as necessary to collect records or deliver forms;
- *Preparing reports of your visits to the sites and ensuring that the reports are included in an official file for each site;

Review Procedures

Visit and Review

*Suggesting corrective action to the site supervisor for problems encountered;

*Informing sponsor officials about problems found at a site and ensuring that corrective action is completed.

Site visits and reviews are vital functions of a sponsor's administration of the program. A site visit requires the monitor to make sure that the food service operates smoothly and that problems are immediately resolved. In some instances, monitors will be asked to visit food service sites before the program starts. When applying for this program, a sponsor must certify that it visited all sites planning to conduct a food service. These visits must be made before the program begins at those sites and monitors may be asked to conduct these visits. Each site must have the appropriate facilities for serving the anticipated number of children and must have the capability to conduct the proposed meal service. In making these visits, you will be asked to verify information listed on the site sheets, such as address, storage, holding and preparation facilities, and serving capacity. You will also want to record the date of each visit and the names of people you spoke with during these visits.

A site review requires you to observe at least some (and preferably all) of the meal service to determine if the site meets program requirements. During each review or visit, you should discuss any concerns or problems with the site supervisor or other site staff. You should also encourage the site supervisor to call the sponsor's office immediately when help is needed.

Review Procedures

Review Procedure

Before reviewing the sites, you should be familiar with the site information sheets, which include the meal delivery schedules (time of delivery, type of meal, and number of meals) and cycle menus for each site. The site information sheets describe the staffing pattern, method of meal preparation, meal services and times, and if applicable, the average number of children the sites have been approved to serve. Your sponsor should explain which meal type(s) will be served at each site you will be reviewing. Sponsors of regular sites may be approved to serve up to two meals daily. (This does not apply either to sites where meals are served primarily to migrant children or to camps.) The two meals may include either lunch and a snack or lunch and breakfast. Residential camps and sponsors serving meals primarily to migrant children may be approved to serve up to four meals daily--breakfast, snack, lunch, and supper. Residential camps may be approved to serve either four meals or three meals consisting of breakfast, lunch, and supper daily.

As the summer progresses, you should be familiar with the records submitted by the site and with the results of any prior reviews or visits.

Review Procedures

When conducting a review:

*Plan to arrive at the site before food is delivered or meals are prepared.

*Check to make sure that each site has at least one supervisory person who has been trained in program requirements. This person should be present during the meal service.

*Observe food delivery or meal preparation. Are meals handled according to local health codes? (For example, does the refrigerated truck operate at the correct temperature? Are meals delivered on time? If the sponsor prepares the meals, is the facility adequate for meal preparation?

*For vended sites (sponsors that do not prepare their own meals, but have them delivered), count the number of meals delivered. Does the number delivered equal the number ordered? Does the delivery receipt show the correct number delivered? Are all meals complete? Are any items spoiled?

*Instruct the site supervisor to sign only for delivered meals that are complete and wholesome. The site supervisor should not accept poor or incomplete meals or meals that are wholly or partially spoiled.

*Make sure the site supervisor signs only accurate delivery receipts.

*Compare the meal delivered or prepared with the cycle menu. Was the scheduled meal delivered or prepared that day?

*Observe the preparation of a meal if meals are not delivered. Are raw fruits and vegetables thoroughly washed before cooking and serving? Are hot and cold foods kept at the proper temperatures?

*Observe whether workers meet the health standards set by State and local authorities.

*Check receiving reports if meals are prepared by the sponsor.

*Check purchasing invoices if meals are prepared by the sponsor.

Review Procedures

*Observe the meal service. Does meal service occur during the appropriate hours? Are children given complete meals? Is only one meal given to each child? Are unauthorized adults served? Are all meals eaten at the site? Is a site worker counting the meals as they are being served?

*Count the number of meals served to children.

*Count the number of second meals served to children (if any). When seconds are served, check to make sure that they are only served after all children have received their first meal.

*Count the number of ineligible meals served and note the reason. (Examples: incomplete meals served or meals served to adults.)

*Some sites you review may have been approved by the administering agency to serve a maximum level of meals at each meal service. Check to make sure that these sites do not serve meals in excess of the maximum number approved for each meal service.

*Review daily records kept by the site.

*Check plate waste (trash) for acceptability of menu items.

*Stay at the site until the meal service is complete. Are meals served after the 2-hour time limit for lunch and supper or 1-hour time limit for breakfast or snack?

*Are there many leftovers? Does the site supervisor make adjustments in the meal order as necessary?

*Complete the monitor's review form. Record your arrival and departure time. Record all violations and any corrective action taken.

*Make corrections onsite, if possible.

*Report problems to the sponsor.

*Schedule a revisit, if necessary.

Review Procedures

Many people working at sites may not be familiar with operating food service programs or they may not be accustomed to maintaining records. During many reviews and visits, you will find it necessary to explain the importance of complying with program rules and show how operations can be improved. This type of ongoing training of site personnel is a basic responsibility of each monitor. You may decide that it is necessary to give new site workers additional training in program requirements. Again, it is important to document this training on your report.

Monitor Review Form

You must complete a monitor review form after each review. This form includes your arrival and departure time, site supervisor's signature or the signature of the person you talked to, certification statement of violations found, corrective action taken, and time and number of meals served. These forms are required records for the sponsor.

You must thoroughly explain the specific nature and extent of any problems and the action to be taken to correct these problems. For example, you must record "19 meals were served without milk" and document the action the site supervisor agreed to take to correct the situation.

The forms included in this handbook are examples of monitor review forms. However, the administering agency may require that a different form be used. If the agency requires a different form to be used, it should provide the form to each sponsor.

Meal Service Administration

Experience has shown that monitoring the food service at sites is necessary to ensure good meal quality. Problems need to be solved quickly and routinely. As a monitor, you need to remind site supervisors often of their responsibility to promptly report changes in site attendance (up or down) to the sponsor. You may also need to explain to the site supervisor how to report attendance changes. If the administering agency has established an approved level for sites, you should emphasize that your sponsor will not receive reimbursement for the meals served that exceed the maximum approved level for each meal service.

Sometimes attendance drops during the summer at sites and the sponsor is not notified. When this happens, too many meals are delivered and both food and money are wasted. The site supervisor should guard against over-ordering. It is a serious violation. If a site is receiving too many meals, you should emphasize to the site supervisor the need to adjust the deliveries and report that need to your sponsor. You must know your sponsor's procedures for transferring, returning, or stopping the meal service. Make sure sponsors know that meals must be delivered within 1 hour of each meal service, if no refrigeration facilities are available at sites.

Site Activities

Know the activity schedule of each assigned site. If the site will not be open on a certain day, the sponsor must be alerted in advance so the vendor can be notified and meal deliveries can be cancelled. If the site is planning a field trip, the sponsor must notify the vendor and the administering agency, which must approve meal delivery to the place where the children will be that day. Sometimes sponsors experience problems because sites

Daily Records

close earlier than originally scheduled. You, as the monitor, are responsible for keeping informed about the plans of each site supervisor. This way, you can make sure your sponsor is promptly notified if the site will close earlier than the date indicated on the site information sheet.

Daily Records

Record Requirements

Sponsors will provide the sites with a daily meal record sheet. These records are very important. Sponsors will not receive money for the meals served at their sites if the sites don't keep these records. Site records must be accurate and staff must complete them at the end of each meal. Monitors may be required to collect these records daily or weekly and return them to the sponsor's office. A frequent, uniform basis of collection is necessary to minimize the possibility of losing these records, since sponsors receive reimbursement for the meals they serve based on these daily records. These records must include:

- *The number of meals delivered or prepared, listed by type (breakfast, snack, lunch, supper). This information must be supported by a signed delivery receipt in the case of vended programs. A designee of the sponsor at the site must verify the adequacy and number of meals delivered.

- *The number of children in attendance.

- *The number of meals served to children, listed by type, based on actual count.

- *The number of second meals served to children, if any.

- *The number of meals served to adults who work with the program (program adults) and nonprogram adults, if any.

- *The amount of money, if any, received from adults.

- *The number of hours that each paid food service employee worked on the food service, if applicable.

Daily Record Reviews

Review the daily records kept by the site. Check to make sure all forms are completed and signed. The information on the delivery receipts should match the information on the forms. Site staff should have a signed delivery receipt available to show the deliveries for all meals served. If the number of meals delivered is the same as those served each day, this may mean that no one is actually counting the number of meals served.

Meal Requirements

Accuracy of Records

You must remind site supervisors that complete and accurate daily records at the site level is the only way to document program performance and guarantee reimbursement. The sole basis for reporting the number of meals served is accurate daily records. These records account for all categories of meals served and are signed by the site supervisors.

Collection of Site Forms

If your responsibilities include collecting site forms and delivery receipts, be sure to keep collections on schedule. If records cannot be obtained from a particular site, this is a serious problem that your sponsor should know about immediately. Familiarize yourself with the forms to be used for this purpose. Since you will be assisting site supervisors in the proper use of these forms, you must be thoroughly familiar with them.

Meal Requirements

As a monitor, you will check meals at sites to see that meal patterns are being met. Meal requirements for this program ensure well-balanced, nutritious meals that supply the kinds and amounts of foods children need to help meet their nutrient and energy needs. The following are minimum requirements for each meal:

BREAKFAST

Vegetables and Fruits

Vegetables and/or fruits	1/2 cup
-or full-strength vegetable or fruit juice	1/2 cup

Or an equivalent quantity of any combination of vegetable(s), fruit(s), and juice

Bread and Bread Alternates

Bread (whole grain or enriched)	1 slice
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Or Bread Alternates

(whole grain or enriched):	
-cornbread, biscuits, rolls, muffins, etc.	1 serving
-or cooked pasta or other noodle products	1/2 cup
-or cooked cereal grains such as rice, corn grits, or bulgur	1/2 cup
(whole grain, enriched, or fortified):	
-or cooked cereal	1/2 cup
-or cold dry cereal	3/4 cup or 1 ounce (whichever is less)

Meal Requirements

Or an equivalent quantity of a combination of bread or bread alternate(s)

Milk

Fluid milk

1 cup
(1/2 pint)

Meat and Meat Alternates (optional)

Lean meat or poultry or fish

1 ounce
(edible portion
as served)

Or Meat Alternates

- cheese
- or eggs
- or cooked dry beans or peas
- or peanut butter

1 ounce
1 large egg
1/2 cup
2 tablespoons

Or an equivalent quantity of any combination of meat or meat alternate(s)

SNACK
(supplemental
food)

(Choose two from the following four components):

Meat and Meat Alternates

Lean meat or poultry or fish

1 ounce
(edible portion
as served)

Or Meat Alternates

- cheese
- or eggs
- or cooked dry beans or peas
- or peanut butter

1 ounce
1 large egg
1/2 cup
2 tablespoons

Or an equivalent quantity of any combination of meat or meat alternate(s)

Vegetables and Fruits

Vegetables and/or fruits

3/4 cup

- or full-strength vegetable or
fruit juice

3/4 cup

Or an equivalent quantity of any combination of vegetable(s), fruit(s), and juice (juices cannot be served with milk)

Bread and Bread Alternates

Bread (whole grain or enriched)

1 slice

Meal Requirements

LUNCH or
SUPPER

Or Bread Alternates

(whole grain or enriched):	
-cornbread, biscuits, rolls, muffins, etc.	1 serving
-or cooked pasta or other noodle products	1/2 cup
-or cooked cereal grains such as rice, corn grits, or bulgur	1/2 cup
(whole grain, enriched, or fortified):	
-or cooked cereal	1/2 cup
-or cold dry cereal	3/4 cup or 1 ounce (whichever is less)

Or an equivalent quantity of any combination
of bread or bread alternate(s)

Milk

Fluid milk	1 cup (1/2 pint)
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Meat and Meat Alternates

Lean meat or poultry or fish	2 ounces (edible portion as served)
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Or Meat Alternates

-cheese	2 ounces
-or eggs	2 large eggs
-or cooked dry beans or peas	1 cup
-or peanut butter	4 tablespoons

Or an equivalent quantity of any combination
of meat or meat alternate(s)

Vegetables and Fruits

(Must include 2 or more selections for a total
of 3/4 cup):

Vegetables and/or fruits	3/4 cup total
-or full-strength vegetable or fruit juice (may be counted to meet not more than 1/2 of this requirement)	

Bread and Bread Alternates

Bread (whole grain or enriched)	1 slice
---------------------------------	---------

Meal Requirements

Or Bread Alternates

-cornbread, biscuits, rolls, muffins, etc.	1 serving
-or cooked pasta or noodle products	1/2 cup
-or cooked cereal grains such as rice, corn grits, or bulgur	1/2 cup

Or an equivalent quantity of any combination
of bread or bread alternate(s)

Milk

Fluid milk	1 cup (1/2 pint)
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Monitoring Meals

Study the meal patterns and learn to recognize deficiencies. Remember that each meal must contain all required components and that components must meet the minimum portion size. If meals are incomplete, if quantities are too small, or if the food is spoiled, children are not getting the nutritious meal for which the sponsor is paying. It is particularly important that children do not eat any food that is spoiled. Spoiled food, juice, or milk can make the children sick. Make sure site personnel do not serve any spoiled meals to the children. If meals are delivered by a vendor, site supervisors should be recording any deficiencies on the delivery receipts and discussing any problems with you. You should immediately report any problems with deliveries or meals to your supervisor so that the vendor can be promptly notified.

Unitized Meals

All meals must be served as units. This means that each component of the meal must be served at the same time to the child. Sometimes site workers will split up a meal between several children or serve an incomplete meal to a child. Whether the meal is prepared by a sponsor or delivered by a vendor, the complete meal must be served to each child as a unit. The nutritional value of the meal is dependent upon serving all the components. Serving them separately is a serious violation. Your sponsor cannot receive reimbursement for incomplete meals served to children. Sponsor's reimbursement for meals depends on the recordkeeping system, which maintains records of complete meals served (as units) to children and adults.

When to Serve Meals

Three hours must elapse between the beginning of one meal service (including snacks) and the beginning of another. If no snack is served between lunch and supper, supper must be served at least 4 hours after the beginning of the lunch service. In any case, staff must begin serving supper no later than 7 p.m. and end no later than 8 p.m. None of the above time restrictions apply if the site participates in the program as a camp.

Breakfast or snack service cannot last more than 1 hour, and lunch or supper service cannot last more than 2 hours. Meals must be served only during designated meal service times. These time restrictions also apply to sites participating in the program as camps.

Meal Requirements

Comments and
Suggestions

The sponsor will ask for your comments and suggestions at the end of the program. As a monitor, you should think about ways the program can be improved and include these in your recommendations.

Vended Program— Monitor Site Review Form

Two copies of this form should be filled out. One should be left with the site supervisor and one turned in to the sponsor.

VENDED PROGRAMS

MONITOR SITE REVIEW FORM

Monitor's arrival time _____ Departure time _____

Sponsor _____ Name of site _____

Date of review _____ Address _____

Phone _____

Site supervisor _____

Name and title of person
contacted at the site _____

Regular site _____ Camp site _____

Approved average daily participation _____
(if applicable)

Attendance on day of visit _____

Number eligible for free and reduced-price meals (camp only)

Type(s) of meal service reviewed _____

TYPE OF MEAL

<u>DAY OF VISIT:</u>	B	Sn(a.m.)	L	Sn(p.m.)	S
# meals delivered	_____	_____	_____	_____	_____
Times meals delivered	_____	_____	_____	_____	_____
Times meals served	_____	_____	_____	_____	_____
# meals served to children	_____	_____	_____	_____	_____
# meals served as seconds to children	_____	_____	_____	_____	_____
# meals served to program adults	_____	_____	_____	_____	_____
# meals served to nonprogram adults	_____	_____	_____	_____	_____

Vended Program— Monitor Site Review Form

MAJOR VIOLATIONS	ACTUAL COUNT	TYPE OF MEAL
1. Nonprogram adult meals claimed for reimbursement	_____	_____
2. Offsite consumption (children)	_____	_____
3. More than one meal per child	_____	_____
4. Meal pattern not met (specify)	_____	_____
5. Meals not served as a unit	_____	_____
6. Meal times not met	_____	_____

CHECK AT RIGHT IF FOLLOWING APPLY
(Explain any checked items on the next page)

- | | |
|-----------------------|-------|
| 7. No records | _____ |
| 8. Incomplete records | _____ |
| 9. Poor sanitation | _____ |
| 10. Other | _____ |

<u>YES</u>	<u>NO</u>	
1. _____	_____	Does staffing pattern correspond to that listed on approved site sheet?
2. _____	_____	Has site supervisor attended training session?
3. _____	_____	Does site supervisor use site handbook?
4. _____	_____	Does site have sufficient food service supervision?
5. _____	_____	Are meals counted before signing delivery receipt?
6. _____	_____	Are meal counts taken of meals served?
7. _____	_____	Do meals meet approved menu?
8. _____	_____	Do meals meet meal pattern requirements?
9. _____	_____	Are meals checked for quality?
10. _____	_____	Is there proper sanitation/storage?

Vended Program— Monitor Site Review Form

- | | | | |
|-----|------|------|--|
| 11. | ____ | ____ | Is site supervisor following procedures established to make meal order adjustments? |
| 12. | ____ | ____ | Are meals served within approved time frames? |
| 13. | ____ | ____ | Does site have a place to serve children meals in case of inclement weather? |
| 14. | ____ | ____ | Is each meal served as a unit? |
| 15. | ____ | ____ | Is the meal delivery schedule followed? |
| 16. | ____ | ____ | Are there provisions for storing or returning excess meals? |
| 17. | ____ | ____ | Is there documentation of children eligible for free and reduced-price meals, if applicable? |

EXPLAIN ANY "NO" ANSWERS BELOW:

Corrective action discussed with (Name and title): _____

Corrective action taken:

Site supervisor's comments:

Vended Program— Monitor Site Review Form

Further action needed by (date): _____

I certify that the above information is correct.

Monitor signature

Site supervisor signature

Date

Date

Sponsor representative signature

Date reviewed by
sponsor representative

[illegible]

Sponsor Meal Preparation— Monitor Review Form

Other foods		
YES	NO	
___	___	Are meals served as a unit?
___	___	Did meal meet menu as planned?
___	___	Were all requirements met?
___	___	Are all children fed onsite?
___	___	Are meals planned and prepared with one meal per child in mind?
___	___	Are accurate counts taken of meals served?
___	___	Are meal production records kept?
___	___	Is required health department certification available for inspection?
___	___	Is an inventory record being kept?
___	___	Are receiving reports and purchase invoices kept?
___	___	Does staffing pattern correspond to that listed on approved site application sheet?
___	___	Has site supervisor attended training session?
___	___	Are program aids being used?
___	___	Is there proper sanitation and storage?
___	___	Are meals served within time frames?
___	___	Are records of adult meals kept?
___	___	Is there documentation of children eligible for free and reduced-price meals if applicable?

Sponsor Meal Preparation— Monitor Review Form

Corrective action discussed with (name and title) _____

Corrective action taken:

Site supervisor's comments:

Further action needed by: _____

I certify that the above information is correct.

Monitor signature

Site supervisor signature

Date

Date

Sponsor representative signature

Date reviewed by sponsor representative.



